

ARIZONA DEPARTMENT OF PUBLIC SAFETY
HUMAN RESOURCES BUREAU



ROGER VANDERPOOL
DIRECTOR

DATE: March 14, 2006

TO: DPS Police Communications Dispatcher

FROM: Commander C. R. (Beau) Johnson, Jr., Human Resources Bureau

SUBJECT: CONTINUOUS TESTING FOR POLICE COMMUNICATIONS DISPATCHER

The Department of Public Safety will offer continuous testing in 2006 for the classification of Police Communications Dispatcher. Human Resources and the Operational Communications Bureau will be conducting examinations for the written and performance portions of the hiring process. Please refer to the chart below for the testing dates through August. Additional dates will be added at a later time. Applicants eligible for testing will receive an invitation with the location and time for the next scheduled test. If you have questions regarding the Police Communications Dispatcher hiring process, please contact Human Resources at (602) 223-2290 or visit our website at www.azdps.gov/hr.

Month	Written (Date)	Written Exam Time	Performance (Date)	Job Code - Police Communications Dispatcher
March	28 Tuesday	4:00 p.m.	30 Thursday	6300-01-06
April	20 Thursday	6:00 p.m.	24 Monday	6300-02-06
May	20 Saturday	11:00 a.m.	24 Wednesday	6300-03-06
June	15 Thursday	2:00 p.m.	19 Monday	6300-04-06
July	15 Saturday	11:00 a.m.	19 Wednesday	6300-05-06
August	24 Thursday	6:00 p.m.	28 Monday	6300-06-06

A handwritten signature in black ink, appearing to read "C.R. Johnson, Jr.", with a stylized flourish at the end.

C. R. (Beau) Johnson, Jr., Commander
Human Resources Bureau



JOB ANNOUNCEMENT
CONTINUOUS
POLICE COMMUNICATIONS DISPATCHER
\$35,844.79/annually
(includes Performance Pay of \$834.02 annually)

The Arizona Department of Public Safety (DPS) invites applications for Police Communications Dispatcher (class code 6300). The eligibility list established from this recruitment will be used to fill vacancies, depending on the hiring needs of the Department.

SUMMARY STATEMENT: Those candidates meeting the qualifications will complete a training program, which includes Department policies, practices and standards.

MINIMUM QUALIFICATIONS: Must (1) be a citizen of the United States and (2) type at a minimum of 40 correct words per minute.

SELECTION PROCESS: The selection process includes the following steps: (1) application, (2) screening for minimum qualifications, (3) written examination, (4) skills test (perfex examination), (5) background investigation, (6) polygraph examination, (7) medical/physical examination and (8) pre-employment drug testing.

Applicants will be advised of dates and locations in advance of the test dates.

The application forms must be submitted to DPS Human Resources Bureau, PO Box 6638 – MD 1100, Phoenix, Arizona 85005-6638. The application process for this position is continuous, but may close when a sufficient number of applications have been received or the position is filled.

Applicants who have been disqualified for employment in the background phase with the Department within the last two years are not eligible to apply.



ARIZONA DEPARTMENT OF PUBLIC SAFETY

POLICE COMMUNICATIONS DISPATCHER

SELECTION PROCESS

Note: An applicant must pass each step of the process before moving on to the next step.

PHASE ONE

1. **COMPUTER KEYBOARD TYPING TEST**

Must demonstrate keyboard skill of 40 correct words per minute. See attached Typing Certificate Instructions for further details.

2. **WRITTEN EXAMINATION**

Must pass a 40 item multiple-choice test with a score of at least 70%. The examination covers map reading, analytical reasoning, proofreading, and classifying and prioritizing information.

3. **SKILLS TEST (PERFEX)**

Must pass the performance test with a minimum score of 70%. This uses stimulated radio console to measure a candidate's ability to read, write, manipulate, remember, and follow instructions at a highly stressful rate of speed.

Applicants successfully completing the above steps will be ranked in numeric order by the written examination and skills test (perfex) scores and placed on an eligibility list. Applicants who are claiming preference points and provide the appropriate documentation (i.e., DD214, etc.) will have 5 points added to their final passing score. Candidates will be invited to proceed to the next phase of testing in the order of their rankings. Steps four through seven will be completed if the applicant is chosen for further processing as a result of an interview.

PHASE TWO

4. **BACKGROUND INVESTIGATION**

Must pass a background investigation, which includes a history of the applicant's driving, civil and criminal records, employment, and use of illegal substances.

5. **POLYGRAPH EXAMINATION**

Must successfully complete a polygraph examination.

6. **HEARING AND VISION TEST**

Must successfully complete a hearing test with no hearing loss in either ear greater than 40 decibels at 500 hertz, 1000 hertz, 2000 hertz, and 4000 hertz, with or without the use of a hearing aid. Must successfully complete a vision test requiring visual acuity of at least 20/40 in each eye, with or without corrective lenses; near vision acuity of at least 20/40 in each eye with or without corrective lenses; peripheral field vision of at least 70 degrees in the horizontal meridian in each eye; and the ability to recognize and distinguish gross colors including red, yellow, green, blue, white, and black.

7. **PREEMPLOYMENT DRUG TESTING**

ARIZONA DEPARTMENT OF PUBLIC SAFETY

HUMAN RESOURCES BUREAU

SELECTION GUIDELINES

POLICE COMMUNICATIONS DISPATCHER



NOTE TO THE APPLICANT: THE EXISTENCE OF ANY OF THE CONDITIONS LISTED BELOW MAY RESULT IN REJECTION FROM THE SELECTION PROCESS. THESE AREAS WILL BE EXPLORED DURING THE POLYGRAPH EXAMINATION.

I. DRUG USAGE

A. MARIJUANA

Illegal use of marijuana more than 20 times total or more than five (5) times since the age of 21, or at any time within the past three (3) years.

B. DANGEROUS DRUGS/NARCOTICS/VAPOROUS SUBSTANCES

Illegal use of dangerous drugs, narcotics, or vaporous substances more than five (5) times total or more than one (1) time since the age of 21, or at any time within the past seven (7) years. Dangerous drugs and/or narcotics include hashish, cocaine/crack, amphetamines/barbiturates, anabolic steroids (since January 1, 1994), LSD/acid, PCP/angel dust, magic mushrooms, etc.

C. PEYOTE/MESCALINE

Illegal use of peyote or mescaline as described in Section I.B. above. (Exception: The use of peyote/mescaline is permitted if for bona fide religious ceremonies.)

D. HEROIN

Use of heroin at any time.

E. SALE, PRODUCTION, CULTIVATION, OR TRANSPORTATION FOR SALE OF ILLEGAL DRUGS

F. PATTERN OF ABUSE OF PRESCRIPTION DRUGS

II. THEFT OR MISAPPROPRIATION OF PROPERTY

A. Any demonstrated pattern of habitual theft.

B. Any theft while serving in a position of trust.

III. ACTS CONSTITUTING A FELONY

A. The conviction of any act which would constitute a felony in the state of Arizona, regardless of the time element.

B. The conviction of any act of domestic violence.

IV. FRAUD OR MISREPRESENTATION

A. Any intentional attempt to practice any deception or fraud in:

1. The employment application

2. The various testing processes

B. Failure to properly complete the application.

V. DRIVING RECORD

A. More than one serious traffic violation (D.U.I., reckless driving, leaving the scene of an accident within the last 5 years.

B. Any serious traffic violation (D.U.I., reckless driving, leaving the scene of an accident) within the past 3 years.

C. Any recent demonstrated pattern of excessive traffic violations (for positions that require operation of a motor vehicle).

VI. CREDIT - Any demonstrated pattern of indebtedness over an extended period, which has resulted in repossessions or foreclosures or submission of bills to a collection agency (for position of Officer).



ARIZONA DEPARTMENT OF PUBLIC SAFETY POLICE COMMUNICATIONS DISPATCHER

HOW TO APPLY

Applications are available in the following DPS locations:

2102 W. Encanto Blvd.
Phoenix, Arizona

1100 W. Kaibab Lane
Flagstaff, Arizona

2319 E. Andy Devine
Kingman, Arizona

2411 E. Navajo Blvd.
Holbrook, Arizona

1111 Commerce Dr.
Prescott, Arizona

6401 S. Tucson Blvd.
Tucson, Arizona

Submit a completed DPS application form with a typing proficiency certificate attached as follows:

By mail:

Arizona Department of Public Safety
Human Resources Bureau – MD 1100
P. O. Box 6638
Phoenix, AZ 85005-6638

Hand delivered:

Arizona Department of Public Safety
Human Resources Bureau
2102 W. Encanto Blvd.
Phoenix, AZ 85009

The application must be received by the Human Resources Bureau in order to be scheduled for the written examination. Please do not submit applications to other DPS offices. An applicant residing outside the state of Arizona may contact DPS Human Resources to receive an application form by mail or visit the website at www.azdps.gov/hr.

Please note:

- (1) All positions with DPS require successful completion of a background investigation and polygraph examination. Drug testing is also required.
- (2) Applicants wishing to receive preference points **MUST** submit a copy of the applicable documentation (e.g., DD-214) prior to testing.
- (3) Applicants with a disability are encouraged to submit the "Disabled Person's Notice to Employer and Release" and/or "Request for Special Testing Accommodations" as necessary.

ARIZONA DEPARTMENT OF PUBLIC SAFETY

POLICE COMMUNICATIONS DISPATCHER

TYPING CERTIFICATE INSTRUCTIONS

A typing certificate must be submitted with your application. Police Communications Dispatcher requires typing 40 net words per minute. Typing certificates may be obtained at the following locations:

Please call to schedule an appointment at any of the locations listed below:

FLAGSTAFF AREA APPLICANTS

<u>LOCATION</u>	<u>PHONE</u>	<u>FEE</u>	<u>HOURS</u>
Kelly Services 2268 N. Walgreen St., # 101 Flagstaff	(928) 526-5662	\$10.00 cash/money order	Please call for appointment

TUCSON AREA APPLICANTS

<u>LOCATION</u>	<u>PHONE</u>	<u>FEE</u>	<u>HOURS</u>
Kelly Services 5151 E. Broadway, # 100 Tucson	(520) 748-2681	\$10.00 cash	8:00 am – 12:00 pm; 1:00 pm – 5:00pm

Randstad 7840 E. Broadway, # 100 Tucson	(520) 751-8775	\$6.00 cash	7:00 am – 5:00 pm
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PHOENIX AREA APPLICANTS

<u>LOCATION</u>	<u>PHONE</u>	<u>FEE</u>	<u>HOURS</u>
AZ Dept. of Economic Security West Valley Job Service 3406 N. 51 st Ave. Phoenix	(623) 247-3304 Ext. 1005	No Charge	Tests are administered from 8:00 am – 4:00 pm by appointment only

Kelly Services 3030 N. 3 rd St., # 1040 Phoenix	(602) 264-0717	\$10.00 cash/money order	8:00 am – 4:00 pm
1400 E. Southern Ave., # 410 Tempe	(480) 838-8405	\$10.00 cash/money order	8:30 am – 3:00 pm
8283 N. Hayden Rd. Scottsdale	(480) 998-0571	\$10.00 cash/money order	8:00 am – 5:00 pm
8147 E. Evans Rd., # 3 Scottsdale	(480) 998-5938	\$10.00 cash/money order	8:00 am – 5:00 pm
10575 W. Indian School Rd. Avondale	(623) 772-9839	\$10.00 cash/money order	8:00 am – 5:00 pm

Westaff 202 E. Earll Dr., # 175 Phoenix	(602) 604-6100	\$8.00 cash	8:00 am – 3:00 pm
3101 W. Peoria Ave., # 106 Phoenix	(602) 993-1888	\$8.00 cash	8:00 am – 5:00 pm
777 W. Southern Ave. Mesa	(480) 883-4436	\$8.00 cash	8:00 am – 5:00 pm

Randstad 4747 N. 7 th St., # 140 Phoenix	(602) 200-3910	\$6.00 cash	9:00 am – 4:00 pm
1400 E. Southern Ave., # 345 Tempe	(480) 345-2599	\$6.00 cash	9:00 am – 4:00 pm

In addition to the above locations, vocational schools and community colleges might also be willing to provide certification of typing scores. Call institutions in your area to check on policies.

If you already have a typing certificate issued within the past twelve months from a recognized service or institution, you do not need to re-test. Just attach a copy of it to your application.

If you have any questions, or experience any problems with obtaining certification, please call Human Resources at (602) 223-2290.



ARIZONA DEPARTMENT OF PUBLIC SAFETY
POLICE COMMUNICATIONS DISPATCHER
JOB PREVIEW CHECKLIST

Experience has shown that many applicants for positions consider only the positive aspects of the job while ignoring some of its less attractive features. As a result, when new employees encounter negative job features, they sometimes react by leaving the job well before training is completed (sometimes in only a few weeks). Early resignations which result from lack of accurate job knowledge contribute to a much higher than desirable attrition rate among trainees.

There are many satisfying, rewarding aspects of the position. The job offers the opportunity to make significant contributions for the welfare and safety of the public and fellow employees. The work is challenging and rewarding. It is important for all applicants to carefully consider **both** the negative and positive features of a new career **before** deciding to test for the position.

The job factors listed below are features of the position about which many applicants are unaware. If **any** of these conditions are unacceptable to you, we strongly suggest you consider alternative employment choices, which may better fit your individual needs.

Please check the items below to indicate you have read and thought about each item.

WORKING ENVIRONMENT

- ☐ Be unable to physically leave your work site at any time other than a short restroom break.
- ☐ Be unable to schedule your own lunch or rest breaks.
- ☐ Be unable to smoke at your work site.
- ☐ Work at a small, confined work area with limited mobility.
- ☐ Have limited opportunity to talk with your fellow workers during your work shift.
- ☐ Work within an organization structured on a "Military" model, i.e., work through a highly structured "Chain-of-command".
- ☐ Work at a rapid pace over which you have little control.
- ☐ Maintain intense concentration and attention for extended periods of time and then experience periods of very slow activity.
- ☐ Make decisions based on limited information.
- ☐ Receive a **daily** critique of your job performance during training, including criticism.
- ☐ Maintain control of your emotions while dealing with incidents/accidents involving serious injury and/or death.

WORK SCHEDULE

- ☐ Be required to work any of three (3) shifts.
- ☐ Be required to work weekends on a regular basis.
- ☐ Potentially have to work Thanksgiving Day, Christmas day, New Year's Day, and any other or all holidays.
- ☐ Have no choice about which shift you are assigned to work.
- ☐ Have no choice on which days you work.
- ☐ During on-the-job training, work the same shift, days and hours as your instructor.
- ☐ Change work shift, days off or cancel holiday plans on minimal notice.

CALL TYPES

- ☐ Answer telephone calls where someone is rude or screams at you.
- ☐ Answer telephone calls where the caller directs obscene language at you.
- ☐ Answer and respond to telephone calls where the caller is drunk, irrational, confused or speaks a foreign language.
- ☐ Answer and respond to calls where a violent crime is in progress.
- ☐ Answer and respond to telephone calls in which the caller is difficult to understand.
- ☐ Make quick decisions on which one or more person's safety is at stake.
- ☐ Tell someone who expects police/fire service that their problem does not require police/fire unit response.

With my signature below, I state that I have read and considered each item on the checklist.

Signature

Date

Printed Name